



Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Durham Region – September 2024

The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES ¹



211Central.ca

Food Security



Housing / Shelter

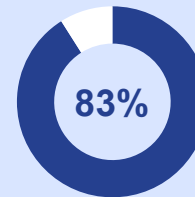


Mental Health

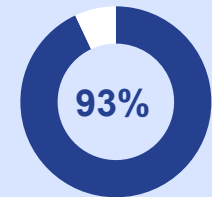


COMMITMENT TO SERVICE EXCELLENCE

Our commitment to service excellence is unparalleled. As the partner of choice for government and community service organizations, our team strives to exceed service standards.²



Of Clients
Would Absolutely
Call 211 Back



Of Clients Felt
211 Service Navigators
Were Attentive & Friendly

TOP 5 CLIENT SERVICE NEEDS ^{3,4,5}

24%

Housing / Shelter



16%

Mental Health



10%

Health



8%

Individual / Family



6%

Food Security



TRENDS & UNMET CLIENT SERVICE NEEDS ⁶

Over the past month, these have consistently been top issues as identified by our Service Navigators:

- 1. HOUSING / SHELTER:** As cooler weather arrived, we noticed a spike in contacts for street outreach and specific supplies such as sleeping bags for those experiencing homelessness. Additionally, shelters across the Greater Toronto Area reported struggling with capacity, especially domestic violence shelters. There was also a rise in contacts from shelter occupants seeking safe beds, transportation expense assistance to travel from shelter to shelter, cost-effective/no-cost community moving and storage services, rent payment and utility assistance, and other community supports.
- 2. MENTAL HEALTH:** In comparison to the previous month, 211 contacts related to wellbeing checks from concerned members of the public have remained steady, particularly for seniors and older adults in crisis or mental health distress. Additionally, many mental health clients reported financial or housing-related stress as leading causes for distress. We also noticed an increased demand for in-person and over the phone counselling services.
- 3. UNMET NEEDS:** Health, Mental Health, Food Security

GET INVOLVED

- [Update Your Agency's 211 Profile](#)
- Request a 211 Overview / Training: training@findhelp.ca
- Order 211 Promotional Materials: 211outreach@findhelp.ca
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

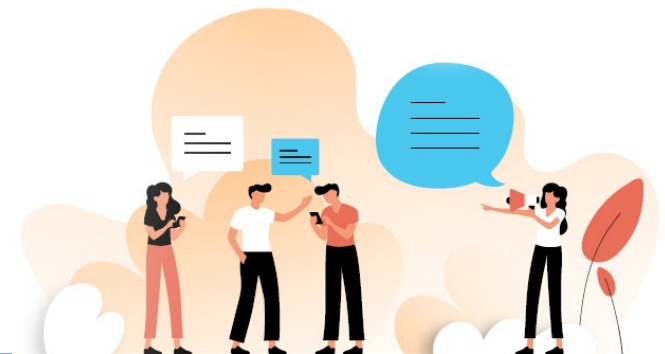
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

An older adult client called 211 and shared that they had several needs. First, she requested assistance for a ride to a medical appointment. Through a community partnership that 211 has with health and community organizations in Durham Region, and with the client's permission, the Service Navigator directly sent her information to the Transportation Service of Community Care Durham, which assists people to travel to medical appointments.

The client then asked for assistance for food banks. She said she had an appointment the following week but could not wait that long. The Navigator assessed the client's circumstances, eligibility and what she had already tried. She was then able to provide alternative food bank referrals to the client that still served her area.

The client then requested clothing assistance and help with income tax filing. After some probing, the Navigator found out that she had not done her taxes for a few years. The Navigator located agencies that could help with clothing, and with the tax filing. By going through the client's needs methodically and doing a careful assessment, the Navigator was able to assist with all the different needs that the client mentioned.



¹ Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca
² Service Outcome percentages help us understand how the service we provide is received, how clients are feeling after they contact 211 and whether more support is needed to address any unmet client service needs.
³ Client Service Needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America) and are rolled up to categories.
⁴ Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).
⁵ 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.
⁶ Trends & Unmet Client Service Needs is comprised using multiple data sets including client service needs, unmet client service needs and trends reported by 211 Service Navigators – who answer 211 calls, text, chat, and emails. This data does not identify individuals.



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